



**Human Performance Training
Program**

**FPG Contractor HU Training
Course**

**ATIS #00076300
Course No.**

**Multiple Sites
Affected**

Yes √

No _____

Prepared By	Heather Wilson Signature	09/06/2010 Date
Process Review	Signature	Date
Lead Instructor/Program Mgr. Review	Signature	Date
Plant Concurrence	Signature	Date
	Signature	Date

Receipt Inspection and Distribution:

Training Materials Coordinator / Date

**Standardized Training Material
Copies to:**

Tennessee Valley Authority
Human Performance Program Training
Revision/Usage Log

Rev. No.	Description Of Changes	Date	Pages Affected	Reviewed By
0	Initial Issue	09/06/10	All	

- I. Program: Human Performance Program Training
- II. Course: 2010 FPG Contactor Site Access Training
- III. Lesson Title: FPG Contractor HU Training
- IV. Length of Lesson/Course: 2 Hours
- V. Training Objectives:

A. Terminal Objective:

Upon successful completion of this course, the participant will demonstrate knowledge of FPG's Human Performance tools as presented in the course material. Successful completion requires 80% on a written exam.

B. Enabling Objectives:

1. Given the information in this lesson, the trainee will describe the **basis** for each of the eight focus Human Performance tools described in the lesson plan.
2. Given the information in this lesson, the trainee will describe the **when to use** each of the eight focus Human Performance tools described in the lesson plan.
3. Given the information in this lesson, the trainee will describe the **behavior standard** expected to be applied when using each of the eight focus Human Performance tools described in the lesson plan.
4. Given the information in this lesson, the trainee will describe the **at-risk behaviors to be avoided** when using each of the eight focus Human Performance tools described in the lesson plan.
5. Given the information in this lesson, the trainee will describe the Roles and Repsonsibilities of employees related to Human Performance Tools.

C. Human Performance Tools (Focus Tools marked with **)

1. Two-Minute Rule**
2. Procedure Use and Adherence**
3. Placekeeping**
4. Independent Verification
5. Concurrent Verification
6. 3-Way Communication**
7. Phonetic Alphabet**
8. Touch STAR
9. Flagging/Operational Barriers
10. Peer Checking
11. First Check
12. STOP when unsure**
13. Pre-Job Brief**
14. Post-Job Review**

D. Training Aids:

1. FPG 2010 Human Performance PowerPoint Presentation

E. Personal Protective Equipment (PPE):

1. None needed for classroom setting

F. Tools:

1. HU definition badge card. This card may be used for reference during the exam.

G. Equipment:

1. Computer with Intranet access

VI. Training Materials:

A. Appendices:

1. FPG.SPP.01.023 Human Performance Tools

B. Attachments:

1. Attachment A, HP Tools Student Handout

VII. References:

1. NPG Human Performance Handbook
2. FPG.SPP.01.023, Human Performance Tools
3. FPG.SPP.01.001, Administration of Standard Processes and Procedures

VIII. Introduction:

The purpose of this lesson is to increase the participants' knowledge of the Human Performance tools in the HU Tool Box. The fundamental knowledge gained by this training promotes a better understanding of the HU tools and how they are used to achieve event-free performance.

IX. Lesson Body

A. Roles and Responsibilities

1. Plant Managers
2. Department Managers
3. Supervisors/Foremen
4. Employees
5. Procedure & Work Package Preparers

INSTRUCTOR NOTES:

First, ensure each person in the class has a copy of **Attachment A**, Student Handout & **Attachment B**, and Procedure Use and Adherence overview.

Stress with the class that the handout material is for each student to keep and encourage them to take notes as the material is presented.

Review "Instructor Notes" with class on each slide in PowerPoint presentation HP_Tools_2010.ppt.

After reviewing the notes each slide with the class, engage them in a discussion of the information just presented. Discuss any misunderstandings they might have while reinforcing the basis, use, behavior standards and at-risk behaviors for each of the tools as presented in the training material.

Record any obstacles perceived by the class to full implementation of the HU tools. Provide that information - no names, just issues - to plant management and to the OEP supervisors. This information will be used when addressing future HU training.

Objective 5 Given the information in this lesson, the trainee will describe the Roles and Responsibilities of employees related to Human Performance Tools

Review section 3.1 of FPG.SPP.01.023 Human Performance Tools for each player listed. See the PPT slide for an overview and highlights of the Roles and Responsibilities

B. Use of Human Performance Tools

1. Two Minute rule
 - a. Basis
 - b. When to use the tool
 - c. Behavior standard
 - d. At risk behaviors to avoid
2. Procedure Use and Adherence
 - a. Basis
 - b. When to use the tool
 - c. Behavior standard
 - d. At risk behaviors to avoid
3. Placekeeping
 - a. Basis
 - b. When to use the tool
 - c. Behavior standard
 - d. At risk behaviors to avoid

INSTRUCTOR NOTES:

Continue the review and discussion of each of the tools, engaging the group to a point you have confidence their level of understanding meets the learning objectives.

Objective 1 Given the information in this lesson, the trainee will describe the basis for each of the eight focus HU tools described in the lesson plan.

Objective 2 Given the information in this lesson, the trainee will describe the when to use each of the eight focus HU tools described in the lesson plan

Objective 3 Given the information in this lesson, the trainee will describe the behavior standard expected to be applied when using each of the eight focus HU tools described in the lesson plan

Objective 4 Given the information in this lesson, the trainee will describe the at-risk behaviors to be avoided when using each of the eight focus HU tools described in the lesson plan

4. 3-Way Communication
 - a. Basis
 - b. When to use the tool
 - c. Behavior standard
 - d. At risk behaviors to avoid
5. Phonetic Alphabet
 - a. Basis
 - b. When to use the tool
 - c. Behavior standard
 - d. At risk behaviors to avoid
6. STOP when unsure
 - a. Basis
 - b. When to use the tool
 - c. Behavior standard
 - d. At risk behaviors to avoid
7. Pre-Job Brief
 - a. Basis
 - b. When to use the tool
 - c. Behavior standard
 - d. At risk behaviors to avoid
8. Post-Job Review
 - a. Basis
 - b. When to use the tool
 - c. Behavior standard
 - d. At risk behaviors to avoid

INSTRUCTOR NOTES:

Continue the review and discussion of each of the tools, engaging the group to a point you have confidence their level of understanding meets the learning objectives.

Objective 1 Given the information in this lesson, the trainee will describe the basis for each of the eight focus HU tools described in the lesson plan.

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Objective 4 Given the information in this lesson, the trainee will describe the at-risk behaviors to be avoided when using each of the eight focus HU tools described in the lesson plan

C. Closing

1. Positive Control

X. Summary

After participating in this training, the trainee has increased their knowledge of FPG's Human Performance Toolbox. The trainee has described each of the eight focus tools for contractors, the basis for the tools, when to use the tools, the behavior standard for the tools, and the at-risk behaviors to avoid when using the tools. The trainee understands that "event-free performance" is the only acceptable standard. The participant understands the meaning of "positive control".

XI. Appendix A:

See: [Human Performance Toolbox.pdf](#)